



# NATIONAL WATER HARVESTING & STORAGE AUTHORITY

*Hifadhi Maji, Boresha Maisha*

## SERVICE CHARTER



*Kiserian Dam, Kajiado County*

## **INTRODUCTION**

This Service Charter sets out our commitments to our clients and stakeholders with regard to the quality of services that they expect from us. The Charter will improve awareness among our clients and stakeholders of the availability and quality of the services we offer. We are committed to continuous improvement in pursuit of client satisfaction and achievement of excellence in our operations.

## **BACKGROUND**

The National Water Harvesting and Storage Authority (NWHSA) is established under Section 30 of the Water Act 2016. The Authority's main mandate is to undertake on behalf of the National Government, the development of National Public Water Works for water resources storage and flood control

## **VISION**

“To be the premier authority in water infrastructure development and management in Kenya and beyond”

## **MISSION**

“Developing and managing national water works infrastructure towards enhancing water security, flood mitigation and storage for multipurpose use.”



*Naku'Etum Peace Dam, Turkana County*

## MANDATE

- (a) Undertake on behalf of the national government, the development of National Public Water Works for water resources storage and flood control;
- (b) Maintain and manage National Public Water Works infrastructure for water resources storage;
- (c) Collect and provide information for the formulation by the Cabinet Secretary of the national water resources storage and flood control strategies;
- (d) Develop a water harvesting policy and enforce water harvesting strategies;
- (e) Undertake on behalf of the national government strategic water emergency interventions during drought;
- (f) Advise the Cabinet Secretary on any matter concerning National Public Water Works for water storage and flood control.

## CORE VALUES - “STRAIGHT”

- Sustainability:** Implementing development projects that take into consideration the current and future generation’s welfare.
- Transparency:** Acting in an open and honest manner in delivering our services.
- Reliability:** Delivering our mandate with resolve, consistency and trust.
- Accountability:** Answerable and acknowledging responsibility for our actions and decisions without shifting the blame.
- Innovation:** Growth in creativity and being responsive to new ideas.
- Governance:** Upholding principles of integrity.
- Honesty:** Upholding a quality of fairness and truthfulness in our operations.
- Teamwork:** Maintaining synergy in service delivery while ensuring professionalism.

## STRATEGIC OBJECTIVES

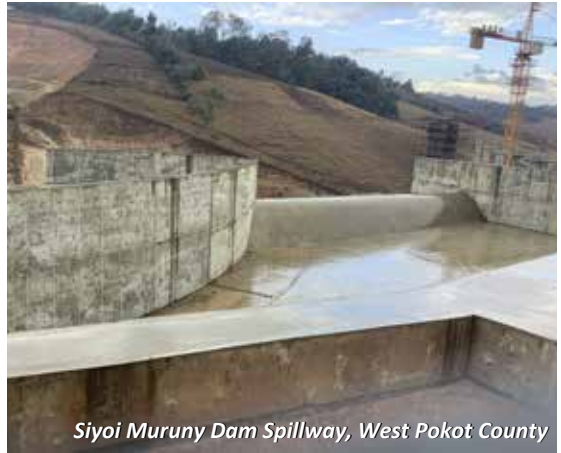
1. Develop and manage public water works infrastructure
2. Protect/save lives and property from the effects of floods
3. Mainstream cross cutting and policy issues as per guidelines
4. Enhance institutional capacity building
5. Enhance financial sustainability
6. Improve corporate image and enhance customer service.

## SERVICE CHARTER 2021

S/NO.	Service/Good	Requirements to obtain Service/Good	Cost of Service/Good (If any)	TIMELINE
1.	Attending to visitors	<ul style="list-style-type: none"> <li>Self-introduction</li> <li>Courtesy to Receptionist</li> </ul>	Nil	Immediately on first come first served basis
2.	Responding to telephone calls	<ul style="list-style-type: none"> <li>Self-introduction</li> <li>Courtesy &amp; clarity to the Receptionist</li> </ul>	Nil	Immediately within three rings
3.	Responding to enquiries	<ul style="list-style-type: none"> <li>Self-introduction</li> <li>Contacts</li> <li>Clarity of enquiry</li> </ul>	Nil	Immediately
		Provide contacts i.e. address; telephone; e-mail, etc.		Within 4 working days
		Provide e-mail address		Within 3 working days
4.	Access to information -Proactive disclosure of information - Reactive disclosure of information - Awareness creation initiatives	Visit the Authority's website on <a href="http://www.waterauthority.go.ke">www.waterauthority.go.ke</a> Check Authority's social media Pick promotional items Attend stakeholder meetings	Nil	Immediately you access the various channels  Emails- 3 working days Letters- 4 working days
5.	Technical services	Hydro-geophysical surveys for boreholes	65,000/= per site	Within 3 working days
	Boreholes	Drilling of boreholes	7,000 – 8,000/= per meter	<ul style="list-style-type: none"> <li>Air drilled – 7 days</li> <li>Mud drilled – 21 days</li> <li>Test pumping– 3 days</li> </ul>
		Environmental Impact Assessment- EIA	105,000/=	7 days+
	Small dams and water pans	Identification, survey & design of small dams of 20,000m <sup>3</sup>	380,000/=	As stipulated in work plans
		Excavation/construction of a water pan	450/= per m <sup>3</sup>	10000-15000m <sup>3</sup> – 21 days
				15000-25000m <sup>3</sup> – 28 days
		Excavation/construction of a small dam	800/= per m <sup>3</sup>	25000-40000m <sup>3</sup> – 40 days Above 40000m <sup>3</sup> – 500m <sup>3</sup> per day
		Desilting of small dams & pans	11,500 per hour	As per scope of works
	Verification of constructed small dams	Cost varies depending on project location and size	2 days	
	Construction of flood control structures	Survey and Design of 1 km of dyke	380,000/=	12 days
Construction of 1 km of dyke		800/= per m <sup>3</sup>	500m <sup>3</sup> per day	
1 km of river training		450/= per m <sup>3</sup>	500m <sup>3</sup> per day	
6.	Payment of works, goods & services	<ul style="list-style-type: none"> <li>LPOs/LSOs</li> <li>Invoices/Delivery notes</li> </ul>	Nil	Within 30 days of invoicing subject to availability of funds
7.	Resolution of public complaints  Acknowledgement Assessment Action Review Response/Resolve	<ul style="list-style-type: none"> <li>Lodge the complaint</li> <li>Honesty</li> <li>Contacts</li> <li>Identity of complainant</li> <li>Clarity of the complainant</li> </ul>	Nil	Acknowledge immediately Assess- 2 days Action- 3 days Review- 5 days Response/ Resolve- 7 days

## ACHIEVEMENTS

We have implemented various projects in the development of water infrastructure across the country both at the time when we were still operating under the Water Act 2002 as NWPC, and now as NWSA under the Water Act, 2016. These are: Large, medium, small dams and water pans, boreholes, masonry tanks and flood control works.



*Siyoi Muruny Dam Spillway, West Pokot County*

	<b>Project</b>	<b>Capacity (m<sup>3</sup> )</b>	<b>Population served (No. of people)</b>	<b>Status</b>
	<b>Large Dams</b>			
1.	Chemususu Dam	35,000m <sup>3</sup> /day	600,000	Complete
2.	Maruba Dam	8,000m <sup>3</sup> /day.	210,000	Complete
3.	Kiserian Dam	15,700m <sup>3</sup> /day	253,000	Complete
	<b>Ongoing Large Dam projects</b>			
4.	Siyoi-Muruny' Dam	8.9Mm <sup>3</sup> 38,880m <sup>3</sup> /day	350,000	Complete
5.	Soin-Koru Dam	72,000m <sup>3</sup> /day	93.7Mm <sup>3</sup>	Tendering
	<b>Medium Dams</b>			
6.	Naku'etum (Peace) Dam	600,000m <sup>3</sup>	20,000 people 200,000 livestock.	Complete
7.	Kirandich Dam	413,000 m <sup>3</sup>	65,000	Complete
8.	Kalundu Dam	500,000m <sup>3</sup>	70,000	Complete

## FLOOD CONTROL

National Water Harvesting and Storage Authority is proud to be the institution that ended the flood menace witnessed in Budalang'i and it's environs for many years. Flood control work involves:

- Construction of new dykes
- Raising heights of existing dykes
- River drainage channels
- Seepage control on rivers
- River bank stabilization on rivers
- Construction of water pans
- Construction of concrete check dams



*Marigat Gabions, Baringo County*



*Nyando Gabions, Kisumu County*





# NATIONAL WATER HARVESTING & STORAGE AUTHORITY

*Hifadhi Maji, Boresha Maisha*



*Chemususu Dam, Baringo County*

## **WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

### **Chief Executive Officer**

National Water Harvesting &  
Storage Authority  
Dunga Road, Industrial Area  
P. O. Box 30173 – 00100, Nairobi  
Tel.: +254 020 6964000  
E-mail: [info@waterauthority.go.ke](mailto:info@waterauthority.go.ke)  
Website: [www.waterauthority.go.ke](http://www.waterauthority.go.ke)

### **Chairperson**

The Commission on Administrative Justice  
West End Towers 2nd Floor  
Waiyaki Way, Westlands  
P. O. Box 20414 – 00200, Nairobi  
Tel.: +254 020 2270000/2303000  
E-mail: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)  
Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)